



“

I appreciated the opportunity to participate in formal mediation because it helped with communicating and understanding the other person's position and concerns.

”

## Requesting a Formal Hearing

To request a formal hearing, mail the following information within 20 days of the decision you are appealing to:

DSHS Office of Administrative Hearings  
PO Box 42489  
Olympia, WA 98504-2489

Please include:

- Your name, address and telephone number
- A written statement explaining what you disagree with and why
- Any other information that supports your position

The formal hearing is held within 60 days of the date your request is received.

**Note:** Your services with DVR continue while the matter is under review, unless there is evidence that you received DVR services by giving false information or other illegal action.

If you decide to ask for a formal hearing, you may still try to resolve the issue informally. If you reach an agreement with DVR before the hearing, you must notify the Office of Administrative Hearings to cancel the hearing.

Any DVR staff person can provide you with further information about these options including contact information.

## Your Rights as a DVR Customer



**DVR** Division  
of Vocational  
Rehabilitation

DSHS 22-824 (Rev. 7/05)

## Customer Rights



At DVR we want to see all of our customers reach their employment goals.

As a DVR customer, you make decisions about your employment goals and services in partnership with a DVR counselor. It is important for you to know your rights throughout the rehabilitation process when making these important decisions.

**If you and your DVR counselor have trouble reaching agreement on a decision, the following options are available to you:**

**1**

### **Talk with your VR Counselor**

Explain the reason for your decision and share information that supports your position. After talking about the issue, if you and your DVR counselor still do not agree, you may ask for a supervisor to review the decision.

**2**

### **Seek assistance from the Client Assistance Program (CAP)**

The Client Assistance Program (CAP) is an independent program established under the law to offer advice and information about your rights as a DVR customer at no cost to you. You are welcome to contact CAP anytime during the vocational rehabilitation process. A CAP representative can help you understand and receive services available from DVR, or can help you talk to DVR about your concerns.

To contact a representative from CAP, call 1-800-544-2121 Voice, 1-888-721-6072 TTY, or email at [capseattle@att.net](mailto:capseattle@att.net).

**3**

### **Request mediation**

Mediation is another option you may request if you disagree with a decision DVR makes. Mediation is a voluntary process and both you and DVR must agree to mediation.

DVR hires an outside mediator to meet with you and a DVR representative, usually your counselor. Both you and DVR will have a chance to explain reasons for your decision and to share any information that supports your position. The role of the mediator is to help you and DVR talk about the issue and reach a mutual agreement.

If mediation does not result in an agreement, you still have the right to request a formal hearing or use other options. For more information or to ask for mediation, talk to your DVR counselor or another DVR staff person, or call 1-800-637-5627 (V/TTY) to speak with a DVR customer service representative.

**4**

### **Request a formal hearing**

You may skip the informal options outlined above and request a formal hearing any time you disagree with a decision DVR makes.

During a formal hearing, both you and DVR may present information, witnesses, and/or documents to support your position. You may ask an attorney or another person to represent you, if you choose. The hearings officer makes a decision after considering the information and any documents presented.

The Office of Administrative Hearings sends a decision in writing to you within 30 days of the formal hearing. The hearing decision is final and DVR implements the decision.